



















Performance Report Card
Children, Youth and Families Department
First Quarter, Fiscal Year 2016
















Performance Overview: The Children, Youth and Families Department (CYFD) struggled to meet target performance for several measures during the first quarter, most significantly in the Juvenile Justice Services Program (JJS) and the Behavioral Health Services Program (BHS). However, the turnover rates for JJS and the Protective Services Program dramatically declined, signaling possible improvement in performance going forward.

Juvenile Justice Facilities		Budget: \$73,676.6	FTE: 944.3	FY14 Actual	FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
1	Percent of clients who complete formal probation*			81.8%	83.2%	70.0%	87.0%			
2	Percent of incidents in juvenile justice services facilities requiring use of force resulting in injury*			2.2%	1.6%	1.5%	1.6%			
3	Percent of clients recommitted to a children, youth and families department facility within two years of discharge from facilities*			9.7%	7.6%	9.0%	16.3%			
4	Percent of juvenile justice division facility clients age eighteen and older who enter adult corrections within two years after discharge from a juvenile justice facility*			7.1%	11.9%	6.0%	8.9%			
5	Number of physical assaults in juvenile justice facilities*			270	375	<250	115			
6	Percent of clients re-adjudicated within two years of previous adjudication			6.0%	6.4%	5.8%	6.5%			
7	Turnover rate for youth care specialists*			14.4%	22.4%	14.0%	4.7%			
8	Percent of substantiated complaints by clients of abuse or neglect in juvenile justice facilities			New	10.7%	32.7%	7.1%			
Program Rating										

Comments: JJS reported a continued rise in the number of physical assaults in facilities during the first quarter of FY16. The agency is currently undertaking an evaluation of programming in committed juvenile facilities; including research into education, behavioral health services, and unit programming. Once the evaluation is completed the agency may adopt an updated program model in juvenile facilities. The proposed timeline to establish enhanced programming in facilities is by the close of FY16. Turnover rates improved significantly due to the newly implemented rapid hiring events. CYFD has conducted two rapid hire events for JJS during the first quarter resulting in 13 employee hires. Rapid hire was piloted by CYFD in FY15 and is now being offered to all state executive agencies by the State Personnel Office (SPO). Additionally, the agency also credits the revisions to the minimum qualifications for youth care specialists by expanding the types of experience that will qualify candidates in stabilizing turnover. As of November, the population of secure juvenile facilities increased slightly to 197, up from 184 in FY16; however, the population is still well below census number for the previous five fiscal years. The Pew Charitable Trusts reports juvenile commitment continues to decline nationally, declining 48 percent between 1997 and 2011. During this time period, New Mexico's committed juvenile population declined 37 percent, ranking the state 32nd.

Protective Services		Budget: \$142,307.2	FTE: 906.8	FY14 Actual	FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
9	Percent of adult victims or survivors receiving domestic violence services who have an individualized safety plan*			92.0%	95.0%	94.0%	95.3%			
10	Percent of children who are not the subject of substantiated maltreatment within six months if a prior determination of substantiated maltreatment*			88.8%	89.1%	93.0%	88.9%			
11	Percent of children who are not the subject of substantiated maltreatment while in foster care*			99.9%	99.8%	99.7%	99.7%			
12	Percent of children reunified with their natural families in less than twelve months of entry into care			59.4%	64.1%	65.0%	63.9%			
13	Percent of children in foster care for twelve months with no more than two placements			76.8%	73.8%	79.0%	73.1%			
14	Percent of children adopted within twenty-four months from entry into foster care			31.8%	32.1%	33.0%	33.7%			
15	Percent of adult victims or survivors receiving domestic violence services who are made aware of other available community services			87.0%	90.8%	90.0%	90.2%			

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16	Turnover rate for protective services workers*	26.4%	29.0%	20.0%	11.6%					
Program Rating										
Comments: The Protective Services Program (PS) continued to struggle to meet target performance levels to reduce repeat maltreatment, but remained relatively flat with previous performance. However, improved performance for this measure is increasingly important to ensure children who have been found to be victims of abuse or neglect are protected from further harm. The agency reported poverty, substance abuse, domestic violence, and mental health problems all contribute to the challenges faced by families who are the subject of repeated substantiation of maltreatment. During the 2014 and 2015 regular legislative sessions, the department supported legislation to petition the court to mandate services to families in need; however, the bill was not enacted. Previous LFC analysis has indicated the agency may already possess the authority to require families to participate in support services. It is likely similar legislation mandating services will be introduced in the 2016 Legislative session. Until legislation is passed, PS is opening several family support service sites statewide to provide infrastructure for families willing to attain services without a court mandate. According to the U.S. Department of Health and Human Services (US HHS), Office of the Administration for Children and Families, from 2009 to 2013, overall rates of victimization declined 3.8 percent nationally. However, in New Mexico, child victimization during the same time period increased 8.8 percent. Additionally, according to the most recent report on child maltreatment, 47 percent of the children victimized in New Mexico were below the age of three.										
Early Childhood Services		Budget: \$217,368.0	FTE: 171.5	FY14 Actual	FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
17	Percent of children receiving subsidy in Stars/Aim High programs level three through five or with national accreditation*			41.1%	48.1%	40.0%	33.6%			
18	Percent of licensed childcare providers participating in Stars/Aim High programs levels three through five or with national accreditation*			31.6%	33.3%	32.0%	16.0%			
19	Percent of children receiving state subsidy in Focus program, levels three through five			New	New	10.0%	17.5%			
20	Percent of licensed child care providers participating in Focus, levels three through five			New	New	15.0%	18.8%			
21	Percent of infants on schedule to be fully immunized by age two			New	New	85.0%	91.0%			
22	Percent of parents who demonstrate progress in practicing positive parent-child interactions			New	New	40.0%	42.4%			
23	Percent of families at risk for domestic violence who have a safety plan in place			New	New	40.0%	30.0%			
24	Percent of mothers who initiate breastfeeding			New	New	75.0%	87.7%			
25	Percent of children in state-funded pre-kindergarten showing measurable progress on the preschool readiness for kindergarten tool			90.2%	94.3%	92.0%	Reported Annually			N/A
Program Rating										
Comments: Early Childhood Services (ECS) exceeded most FY16 targets for the first quarter; however, fell below target in the percent children and childcare providers participating in level three through five Aim High. However, the Aim High system is being transitioned into the new tiered quality rating system Focus, so it should be expected that participation will decline. As of October 2015, 250 childcare providers were participating in Focus. All providers are expected to transition to Focus by the end of 2017. It should be noted many providers in rural areas do not participate in either Aim High or Focus. The agency reports this is most likely due to a lack of access to resources, and community poverty levels impacting child care centers and home’s income. To improve, this ECS is using early childhood investment zones to bring professional development and consultation resources to rural and frontier communities. Capacity building in some of these areas has taken place, resulting in additional programs for these communities. Additionally, rural provider rates were raised to equal metro provider rates in January 2015. In FY16, ECS reported implementing child care services for children in Protective Services who are transitioning or reunifying from the system back to their natural families or at high risk of becoming involved in the Protective Services system.										

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Behavioral Health Services		Budget: \$17,223.9	FTE: 33.0	FY14 Actual	FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
26	Percent of youth hospitalized for treatment of selected mental health disorders who receive a follow-up with a mental health practitioner within seven calendar days after discharge*			New	31.3%	50.0%	28.8%			<div>R</div>
27	Percent of youth who show improvement in the substance disorder domain of the global assessment individual need short screen*			New	32.0%	50.0%	15.2%			<div>R</div>
Program Rating				N/A	<div>R</div>					<div>R</div>
Comments: The Behavioral Health Services Program’s purpose is to manage, improve and ensure an effective, cost efficient and strong behavioral health system for children in New Mexico, with a particular emphasis on service delivery for children, youth, and families department involved children. The division struggled to meet the targeted performance level for either measure during the first quarter. The agency reported the decline in youth receiving follow-up mental health services within seven days of discharge is due to inadequate discharge planning. The agency believes facilities need to better develop discharge planning with the youth, family, and other relevant stakeholders that includes dates, times, and locations of follow-up services. To support improved discharge planning, the Behavioral Health Services Program believes the Human Services Department should establish high-quality discharge planning by providers as a contractual obligation with MCOs.										
Program Support		Budget: \$19,780.3	FTE: 175.0	FY14 Actual	FY15 Actual	FY15 Target	Q1	Q2	Q3	Rating
28	Average number of days to fill positions from the advertisement close date to candidate start date*			New	61	65	66			<div>Y</div>
29	Percent of contractors that receive an onsite financial visit			New	New	10.0%	2.2%			<div>Y</div>
30	Percent of contracts that receive a desktop audit			New	New	20.0%	8.1%			<div>R</div>
Program Rating				N/A						<div>Y</div>
Comments: The continued effort to recruit, train, and retain positions providing direct services is essential to improve services for children, one of New Mexico’s most vulnerable populations. Program Support reported the average number of days to fill vacant positions is significantly impacted by the process involving review and analysis of the education and experience cited by each applicant to see if it matches the purpose of the position and the minimum qualifications. To improve performance the agency is developing a system for consistently enforcing timelines for hiring managers to schedule interviews and select candidates.										

* Denotes House Bill 2 measure